Shipping KPI
User Guide

Prepared by Shipping KPI Team

Date 08 June 2015

Version 1.5.2

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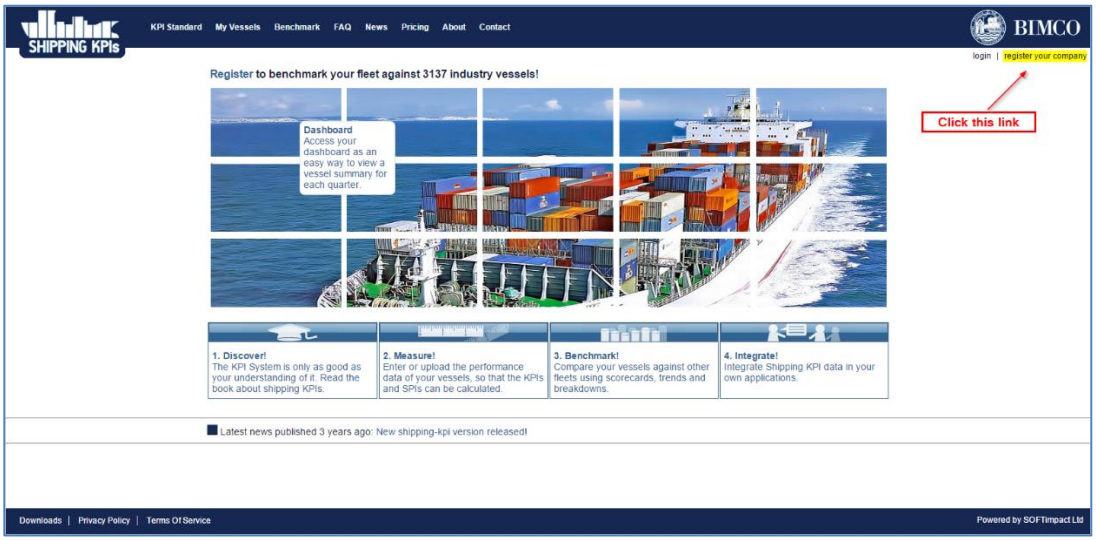
1 Registration

1.1 How to register Overview

Ship managers and ship owners can register to Shipping KPI by completing the online request form.

- To do so, use your internet browser to navigate to www.shipping-kpi.org
- On the top right corner of the page click on "**register your company**"

> **Note**: as the link denotes, you can register your company – not yourself as an employee. The administrator of a registered company can provisionally give access to additional company users


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
login | register your company
Click this link
Register to benchmark your fleet against 3137 industry vessels!
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
1. Discover!
The KPI System is only as good as your understanding of it. Read the book about shipping KPIs.
2. Measure!
Enter or upload the performance data of your vessels, so that the KPIs and SPIs can be calculated.
3. Benchmark!
Compare your vessels against other fleets using scorecards, trends and breakdowns.
4. Integrate!
Integrate Shipping KPI data in your own applications.
Latest news published 3 years ago: New shipping-kpi version released!
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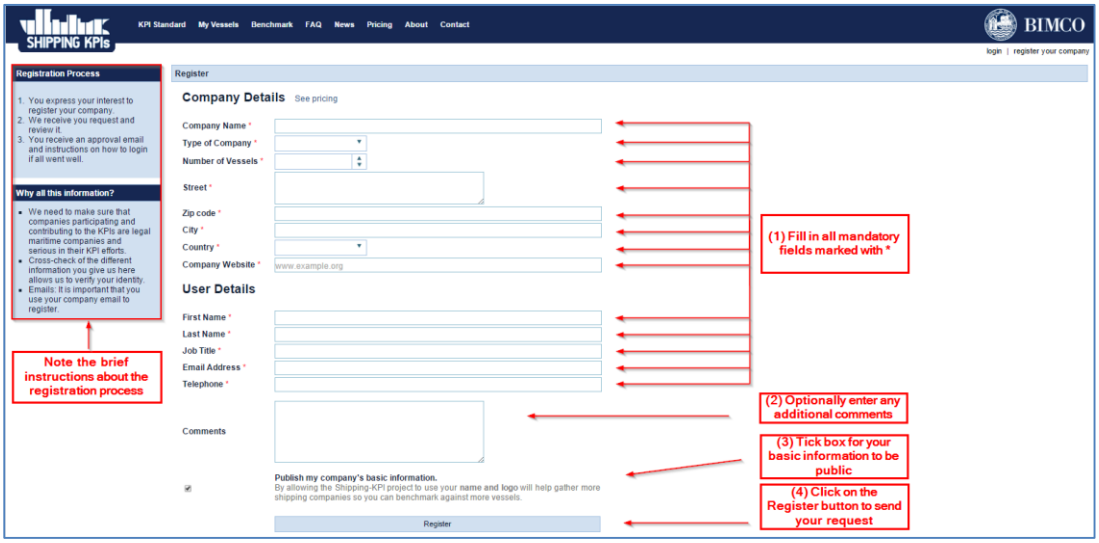
1.2 Enter registration information

You will be prompted to enter your company's and personal registration information. Please provide accurate data (including your **company email address**) as this information will be used for evaluating and approving your request.

> **Note**: the registration process takes a couple of minutes for completing the 10-11 fields listed below.

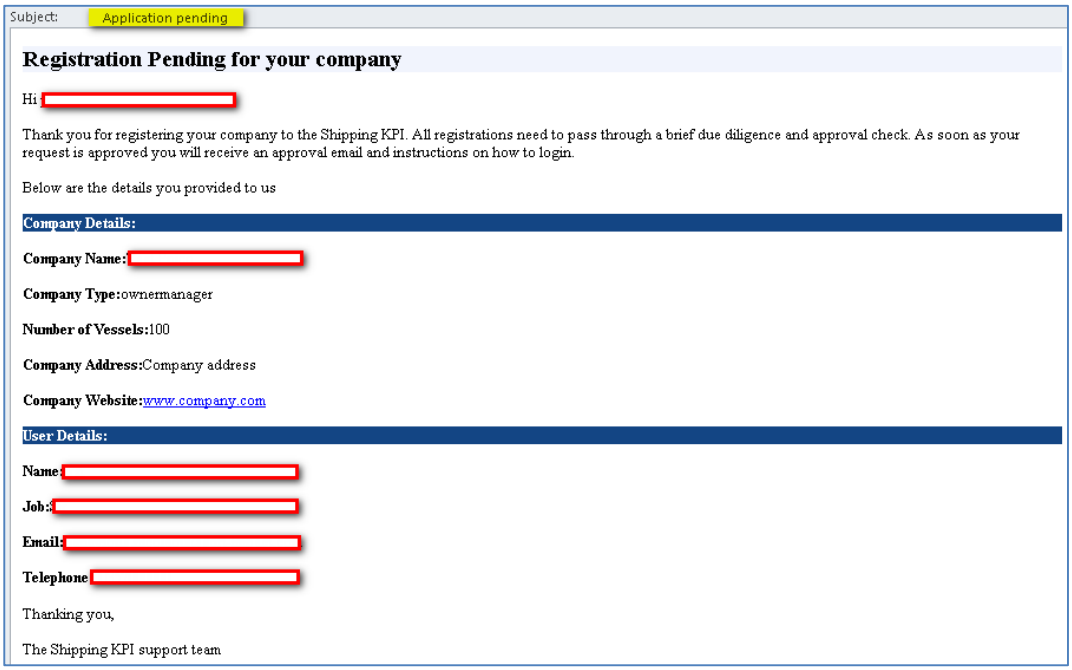

SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
login | register your company
Registration Process
1. You express your interest to register your company.
2. We receive you request and review it.
3. You receive an approval email and instructions on how to login if all went well.
Why all this information?
We need to make sure that companies participating and contributing to the KPIs are legal maritime companies and serious in their KPI efforts.
Cross-check of the different information you give us here allows us to verify your identity.
Emails: It is important that you use your company email to register.
Note the brief instructions about the registration process
Register
Company Details
See pricing
Company Name *
Type of Company *
Number of Vessels *
Street *
Zip code *
City *
Country *
Company Website *
www.example.org
User Details
First Name *
Last Name *
Job Title *
Email Address *
Telephone *
Comments
Publish my company's basic information.
By allowing the Shipping-KPI project to use your name and logo will help gather more shipping companies so you can benchmark against more vessels.
Register
(1) Fill in all mandatory fields marked with *
(2) Optionally enter any additional comments
(3) Tick box for your basic information to be public
(4) Click on the Register button to send your request

1.3 Receipt of request automatic email

Upon completing the registration process, your will receive an automatic email confirming the receipt of your request.

- The **Sender** of the email will be "Shipping-kpi Support <support@shipping-kpi.org>".
- The **Subject** of the email will be "**Application pending**"

> **Note**: Please allow for up to 1 hour from the time you press the Register button until receiving the email


Subject: Application pending

Registration Pending for your company

Hi [redacted]

Thank you for registering your company to the Shipping KPI. All registrations need to pass through a brief due diligence and approval check. As soon as your request is approved you will receive an approval email and instructions on how to login.

Below are the details you provided to us

Company Details:

Company Name: [redacted]

Company Type: ownermanager

Number of Vessels: 100

Company Address: Company address

Company Website: www.company.com

User Details:

Name [redacted]

Job: [redacted]

Email: [redacted]

Telephone [redacted]

Thanking you,

The Shipping KPI support team

1.4 Evaluation of request

The shipping KPI support team will evaluate the request on the basis of the KPI committee's rules and directives and authorize or reject access accordingly.

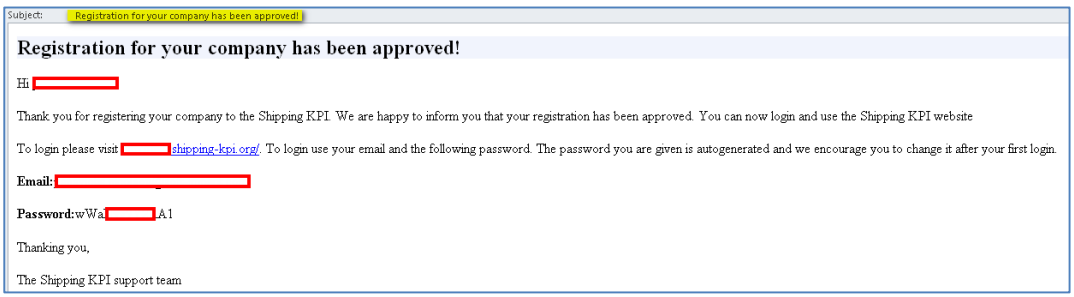
> ***Note:*** as part of the verification process, the shipping KPI support team will request a ship's 'DOC' document (Document of Compliance).

1.5 Approval of request

Following the evaluation process the requestors of all the approved requests will be notified by email, providing all the information for logging in.

- The **Sender** of the email will be "Shipping-kpi Support <support@shipping-kpi.org>".
- The **Subject** of the email will be "**Registration for your company has been approved**"

> ***Note:*** the processes for changing or retrieving you password (in case you lost it) are explained in the next chapters.


Subject: Registration for your company has been approved!

Registration for your company has been approved!

Hi [redacted]

Thank you for registering your company to the Shipping KPI. We are happy to inform you that your registration has been approved. You can now login and use the Shipping KPI website

To login please visit [redacted] shipping-kpi.org/. To login use your email and the following password. The password you are given is autogenerated and we encourage you to change it after your first login.

Email: [redacted]

Password: wWa[redacted]A1

Thanking you,

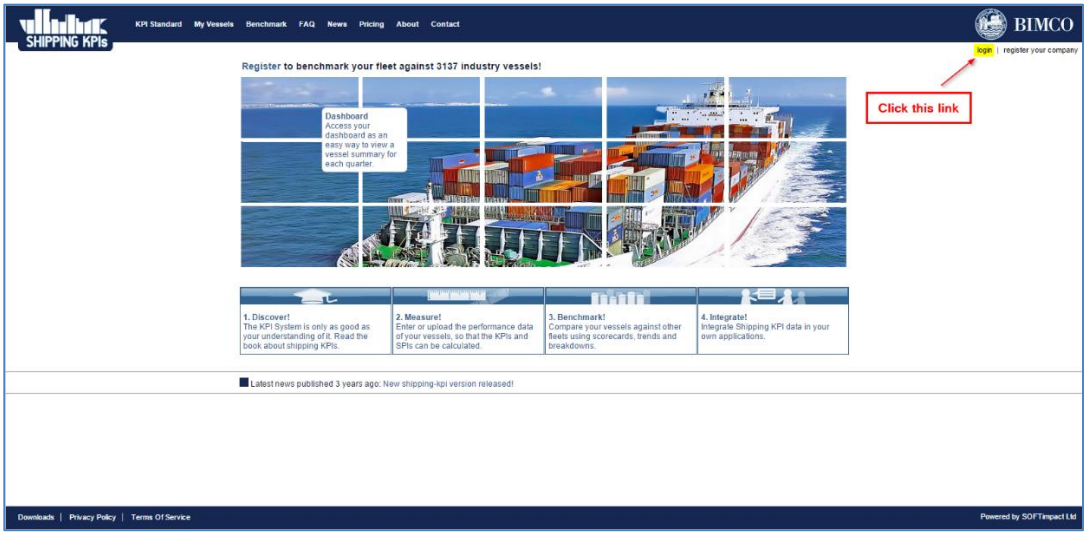
The Shipping KPI support team

2 Login

2.1 How to Login Overview

Authorized users can login to shipping KPI by clinking on the link found on the home page.

- To do so, use your internet browser to navigate to www.shipping-kpi.org
- On the top right corner of the home page click on "**login**"


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
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Pricing
About
Contact
BIMCO
login | register your company
Register to benchmark your fleet against 3137 industry vessels!
Click this link
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
1. Discover!
The KPI System is only as good as your understanding of it. Read the book about shipping KPIs.
2. Measure!
Enter or upload the performance data of your vessels, so that the KPIs and SPIs can be calculated.
3. Benchmark!
Compare your vessels against other fleets using scorecards, trends and breakdowns.
4. Integrate!
Integrate Shipping KPI data in your own applications.
Latest news published 3 years ago: New shipping-kpi version released!
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2.2 Enter your credentials

You will be prompted to enter your email and password details.
Make sure to read and accept the Privacy Policy and Terms of Service.

> ***Note**: optionally you can select the **Remember me** option, to find yourself automatically logged-in (for a period of 30 days) when revisiting the site.*

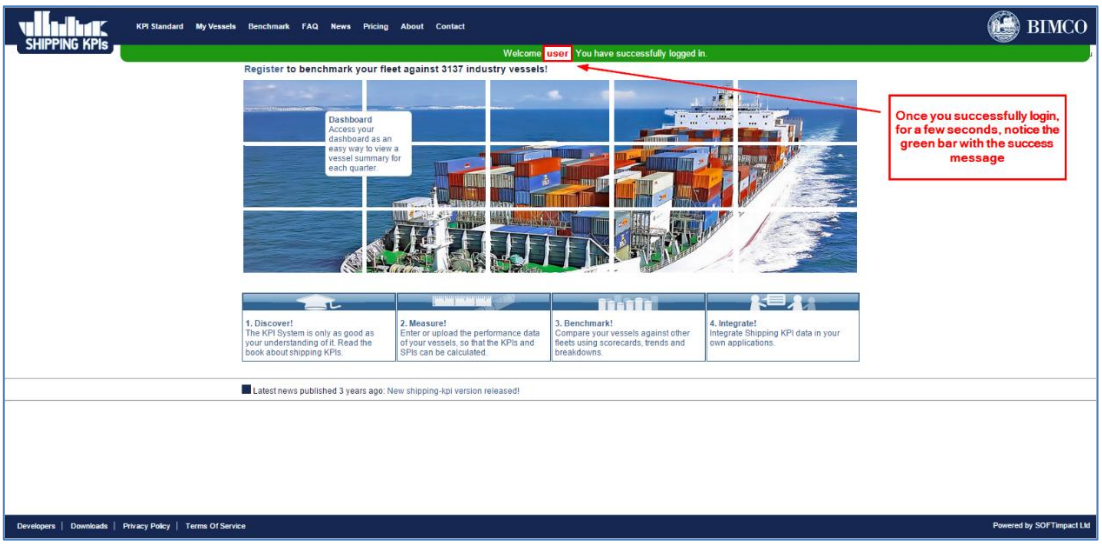
Login
Email *
john.smith@example.net
Password *
Lost your password?
Remember me
I read and accept the Privacy Policy and the Terms of Service (required for login)
Terms of Service have changed, as of 28/05/2015
Sign In
Click on Sign In
Privacy Policy - Terms Of Service

2.3 Successful login

Upon successfully logging in to the site you will notice:

- On the top of the page a green bar with the successful login message (disappears after a few seconds)
- A welcome message with your full name and Company name
- The login button has changed to logout
- A user button (where you can update your user profile information)
- The current overall number of ships and number of quarters that you can benchmark against

***Note**: the information you can view is limited to the user access granted to your by your company administrator*


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
Welcome user You have successfully logged in.
Register to benchmark your fleet against 3137 industry vessels!
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
Once you successfully login, for a few seconds, notice the green bar with the success message
1. Discover!
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Latest news published 3 years ago: New shipping-kpi version released!
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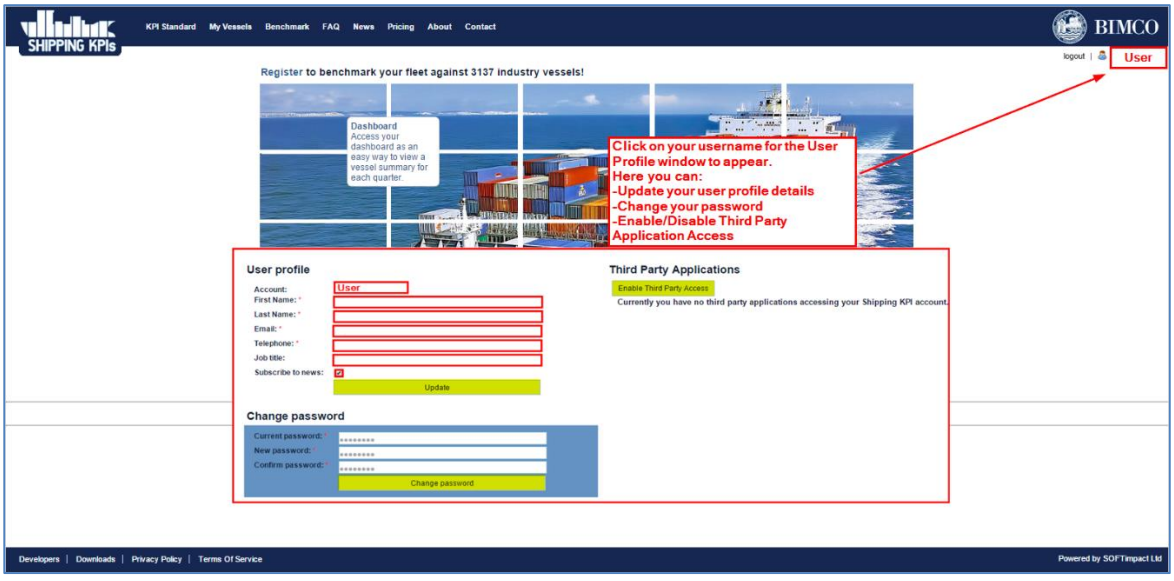
2.4 Maintain you user profile

While being logged in to the system, clicking on your user (top right corner) will load the user Profile window where you can:

- Update your user profile (fields like name, email, telephone) and subscribe to news
- Change your password
- Enable the API authorization token. Pressing the "Enable API" button generates an Authentication token (i.e. "ead67be531dc52c8de12f04cafcf6d03")
  This API token uniquely identifies you as a KPI user and allows access to your KPI system data from 3rd party applications (e.g. mobile device applications).



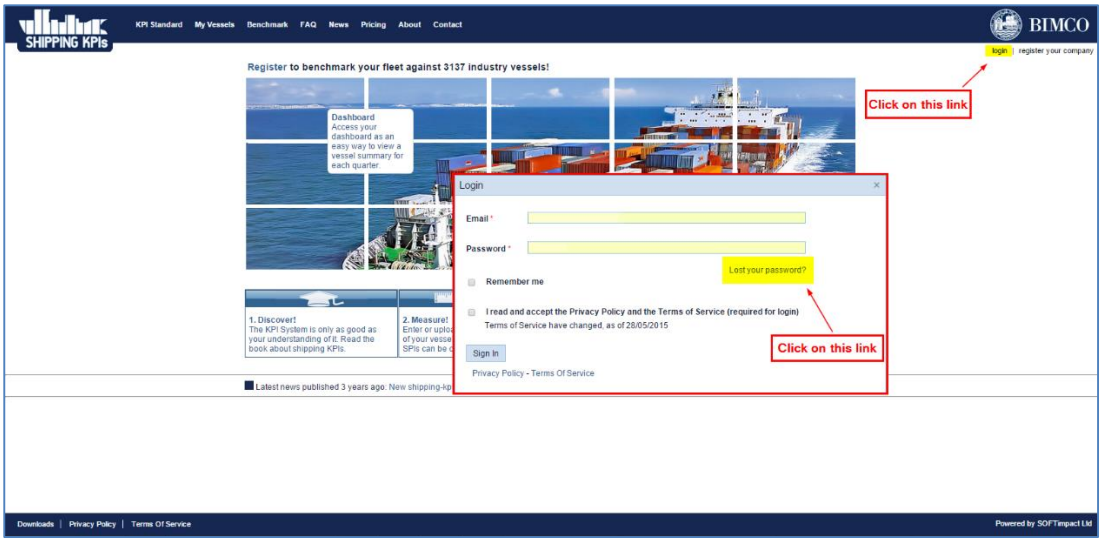
3 Retrieving your password

3.1 How to retrieve your password Overview

In case you lost or cannot remember your password for logging in, follow the process below:

- Use your internet browser to navigate to www.shipping-kpi.org
- On the top right corner of the home page click on "**login**"
- On the login window that pops up click on "**Lost your password**?"

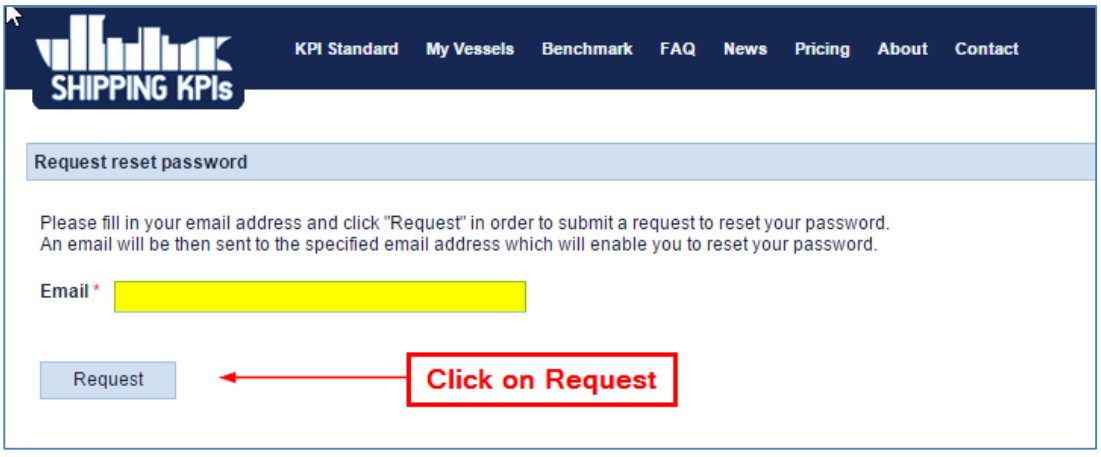
***Note**: for privacy and security purposes your password is stored encrypted in the system*



3.2 Request to reset your password

You will be prompted to enter your email (the one you used originally for registering your user name) and press the **Request** button.

***Note**: upon pressing the Request button you will be diverted to the home page and a temporary message on the top green bar will inform you that your request has been sent*

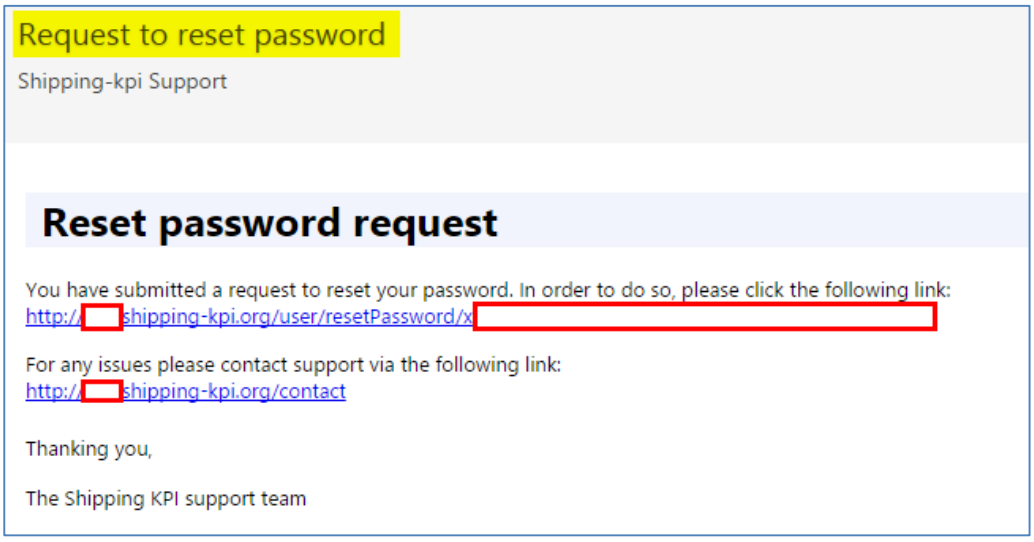

KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
Request reset password
Please fill in your email address and click "Request" in order to submit a request to reset your password.
An email will be then sent to the specified email address which will enable you to reset your password.
Email *
Request
Click on Request

3.3 Email notification with login link

A few minutes after successfully completing the request, you will receive an automatic email with instructions on how to change/reset your password.

- The **Sender** of the email will be "Shipping-kpi Support <support@shipping-kpi.org>".
- The **Subject** of the email will be "**Request to reset password**"

Note: Please note that for security reasons no user or administrator can see your password

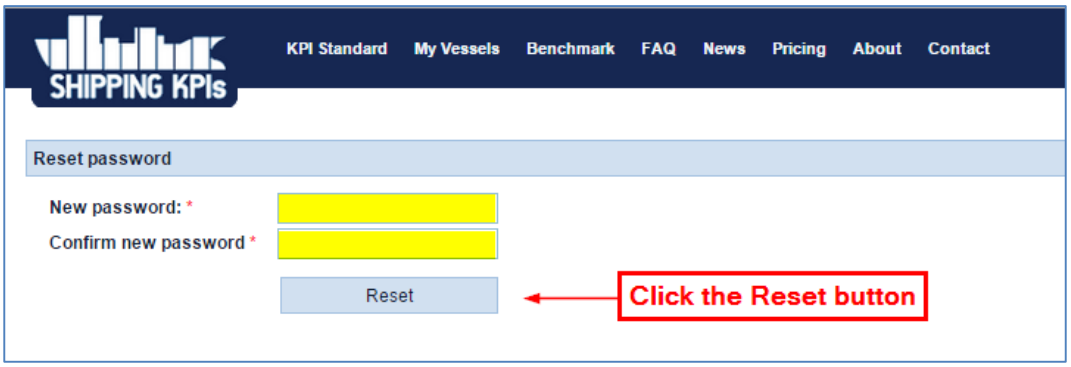

Request to reset password
Shipping-kpi Support
Reset password request
You have submitted a request to reset your password. In order to do so, please click the following link:
shipping-kpi.org/user/resetPassword/x
For any issues please contact support via the following link:
shipping-kpi.org/contact
Thanking you,
The Shipping KPI support team

3.4 Completing the process

By clicking on the link included in the email, you will be diverted to a page for providing a new password.

- Enter a **new password** (and retype it on the Confirm new password)
- Press the **Reset** button

You will be diverted to the home page and a temporary message on a green bar at the top to the page will inform you that the operation of changing your password has been successfully completed.



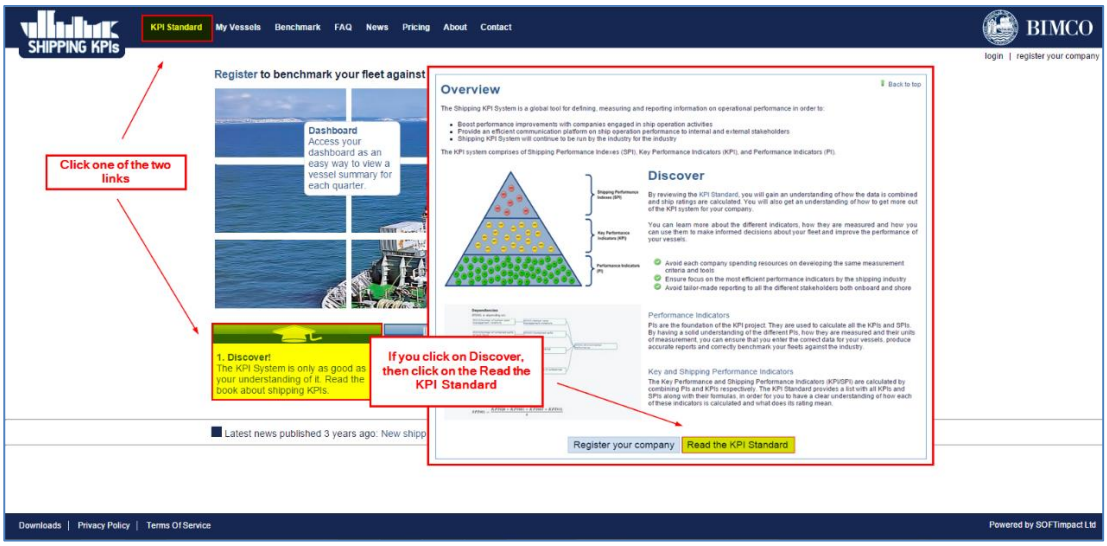
4 KPI Book

4.1 How to use the KPI Book Overview

The KPI Book provides all the information about the Shipping KPI Standard. The various chapters aim to introduce the reader to the concepts, explain the various KPIs and provide examples for each one of them.

- To view the KPI Book, use your internet browser to navigate to www.shipping-kpi.org
- Click on the "**Study"** box link or the "**KPI Book"** menu item

> ***Note**:* The top menu provides access to the individual modules and is always visible and accessible across the site.
> The left column menu consists of various module-related links (changes according to the module) aims to guide you through each individual process.


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
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About
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BIMCO
login | register your company
Register to benchmark your fleet against
Click one of the two links
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
1. Discover!
The KPI System is only as good as your understanding of it. Read the book about shipping KPIs.
If you click on Discover, then click on the Read the KPI Standard
Overview
Discover
Performance Indicators
Key and Shipping Performance Indicators
Register your company
Read the KPI Standard
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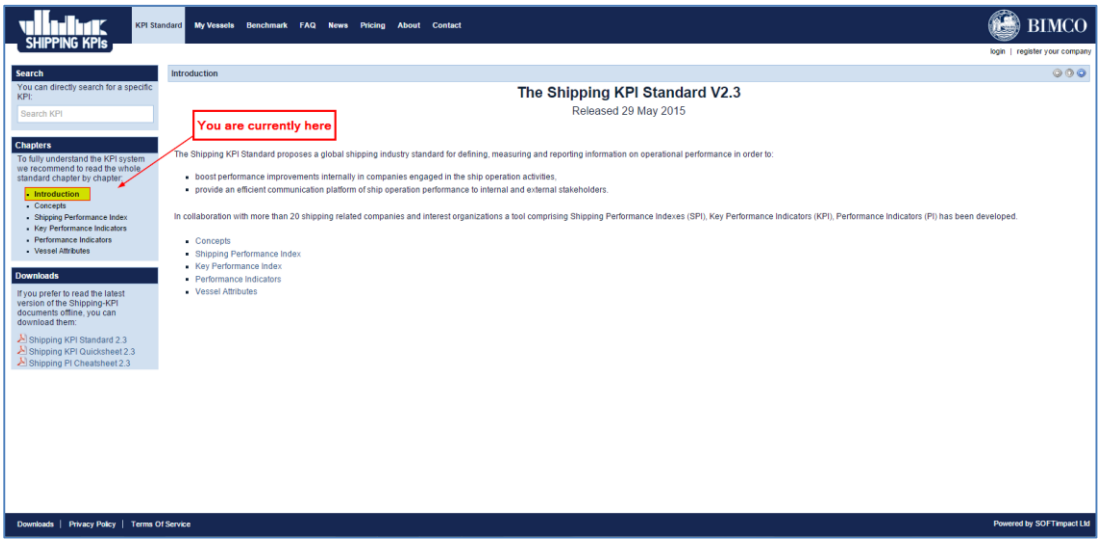
4.2 Introduction

You are currently diverted to the Introduction page.
Especially at the beginning and before moving on to the details, you will find it helpful to ready through the Introduction, the Concepts and the KPI project chapters.

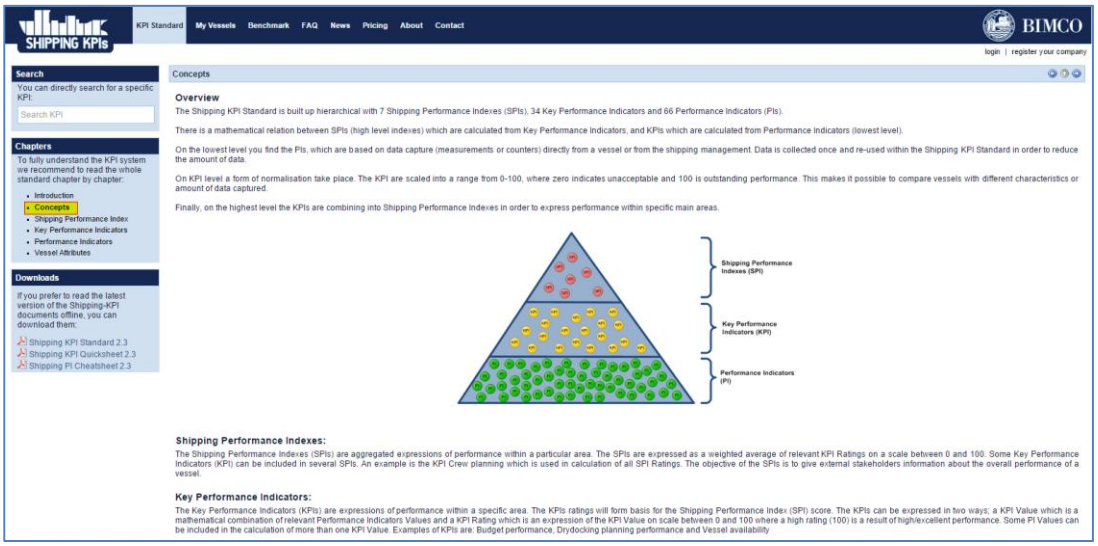


4.3 Concepts

You can read the Concepts and further study the breakdown of:

- SPIs – Shipping Performance Indicators
- KPIs – Key Performance Indicators
- PIs – Performance Indicators (Performance measurements)

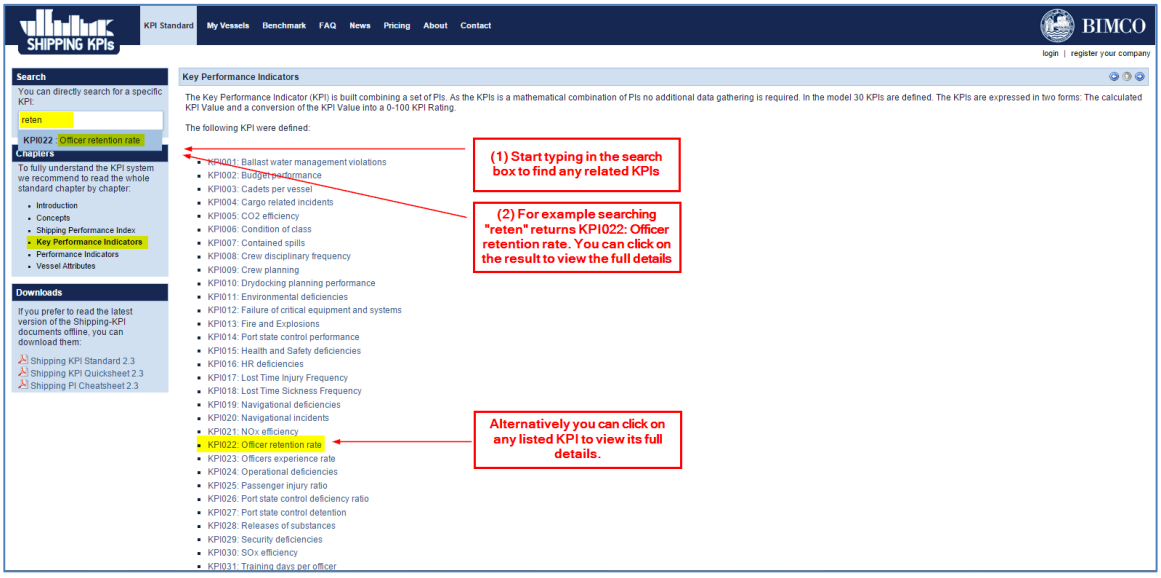
Note: scroll to the bottom of each page to view all the details


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
login | register your company
Search
You can directly search for a specific KPI:
Search KPI
Chapters
To fully understand the KPI system we recommend to read the whole standard chapter by chapter:
Introduction
Concepts
Shipping Performance Index
Key Performance Indicators
Performance Indicators
Vessel Attributes
Downloads
If you prefer to read the latest version of the Shipping-KPI documents offline, you can download them:
Shipping KPI Standard 2.3
Shipping KPI Quicksheet 2.3
Shipping PI Cheatsheet 2.3
Concepts
Overview
The Shipping KPI Standard is built up hierarchical with 7 Shipping Performance Indexes (SPIs), 34 Key Performance Indicators and 66 Performance Indicators (PIs).
There is a mathematical relation between SPIs (high level indexes) which are calculated from Key Performance Indicators, and KPIs which are calculated from Performance Indicators (lowest level).
On the lowest level you find the PIs, which are based on data capture (measurements or counters) directly from a vessel or from the shipping management. Data is collected once and re-used within the Shipping KPI Standard in order to reduce the amount of data.
On KPI level a form of normalisation take place. The KPI are scaled into a range from 0-100, where zero indicates unacceptable and 100 is outstanding performance. This makes it possible to compare vessels with different characteristics or amount of data captured.
Finally, on the highest level the KPIs are combining into Shipping Performance Indexes in order to express performance within specific main areas.
Shipping Performance Indexes (SPI)
Key Performance Indicators (KPI)
Performance Indicators (PI)
Shipping Performance Indexes:
The Shipping Performance Indexes (SPIs) are aggregated expressions of performance within a particular area. The SPIs are expressed as a weighted average of relevant KPI Ratings on a scale between 0 and 100. Some Key Performance Indicators (KPI) can be included in several SPIs. An example is the KPI Crew planning which is used in calculation of all SPI Ratings. The objective of the SPIs is to give external stakeholders information about the overall performance of a vessel.
Key Performance Indicators:
The Key Performance Indicators (KPIs) are expressions of performance within a specific area. The KPIs ratings will form basis for the Shipping Performance Index (SPI) score. The KPIs can be expressed in two ways; a KPI Value which is a mathematical combination of relevant Performance Indicators Values and a KPI Rating which is an expression of the KPI Value on scale between 0 and 100 where a high rating (100) is a result of high/excellent performance. Some PI Values can be included in the calculation of more than one KPI Value. Examples of KPIs are: Budget performance, Drydocking planning performance and Vessel availability.

4.4 How to navigate

Use the Search box or select a KPI from the list to view its description and details.

Note: in the same way you can search for SPIs or PIs under the related chapters

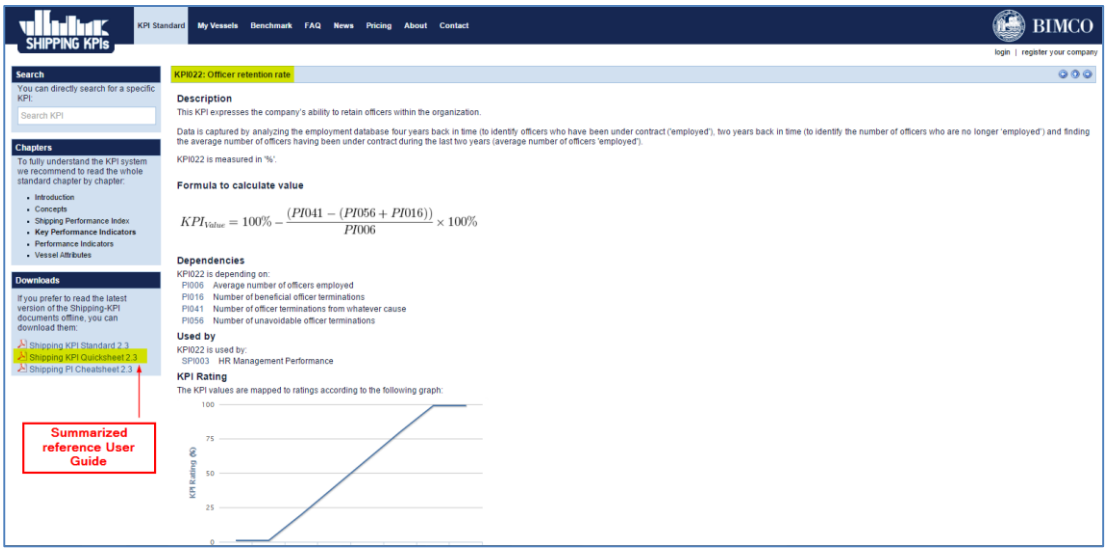

SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
login | register your company
Search
You can directly search for a specific KPI:
reten
KPI022 : Officer retention rate
Chapters
To fully understand the KPI system we recommend to read the whole standard chapter by chapter:
Introduction
Concepts
Shipping Performance Index
Key Performance Indicators
Performance Indicators
Vessel Attributes
Downloads
If you prefer to read the latest version of the Shipping-KPI documents offline, you can download them:
Shipping KPI Standard 2.3
Shipping KPI Quicksheet 2.3
Shipping PI Cheatsheet 2.3
Key Performance Indicators
The Key Performance Indicator (KPI) is built combining a set of PIs. As the KPIs is a mathematical combination of PIs no additional data gathering is required. In the model 30 KPIs are defined. The KPIs are expressed in two forms: The calculated KPI Value and a conversion of the KPI Value into a 0-100 KPI Rating.
The following KPI were defined:
KPI001: Ballast water management violations
KPI002: Budget performance
KPI003: Cadets per vessel
KPI004: Cargo related incidents
KPI005: CO2 efficiency
KPI006: Condition of class
KPI007: Contained spills
KPI008: Crew disciplinary frequency
KPI009: Crew planning
KPI010: Drydocking planning performance
KPI011: Environmental deficiencies
KPI012: Failure of critical equipment and systems
KPI013: Fire and Explosions
KPI014: Port state control performance
KPI015: Health and Safety deficiencies
KPI016: HR deficiencies
KPI017: Lost Time Injury Frequency
KPI018: Lost Time Sickness Frequency
KPI019: Navigational deficiencies
KPI020: Navigational incidents
KPI021: NOx efficiency
KPI022: Officer retention rate
KPI023: Officers experience rate
KPI024: Operational deficiencies
KPI025: Passenger injury ratio
KPI026: Port state control deficiency ratio
KPI027: Port state control detention
KPI028: Releases of substances
KPI029: Security deficiencies
KPI030: SOx efficiency
KPI031: Training days per officer
(1) Start typing in the search box to find any related KPIs
(2) For example searching "reten" returns KPI022: Officer retention rate. You can click on the result to view the full details
Alternatively you can click on any listed KPI to view its full details.

4.5 Details page

By selecting a specific KPI you can find all the related information such as:

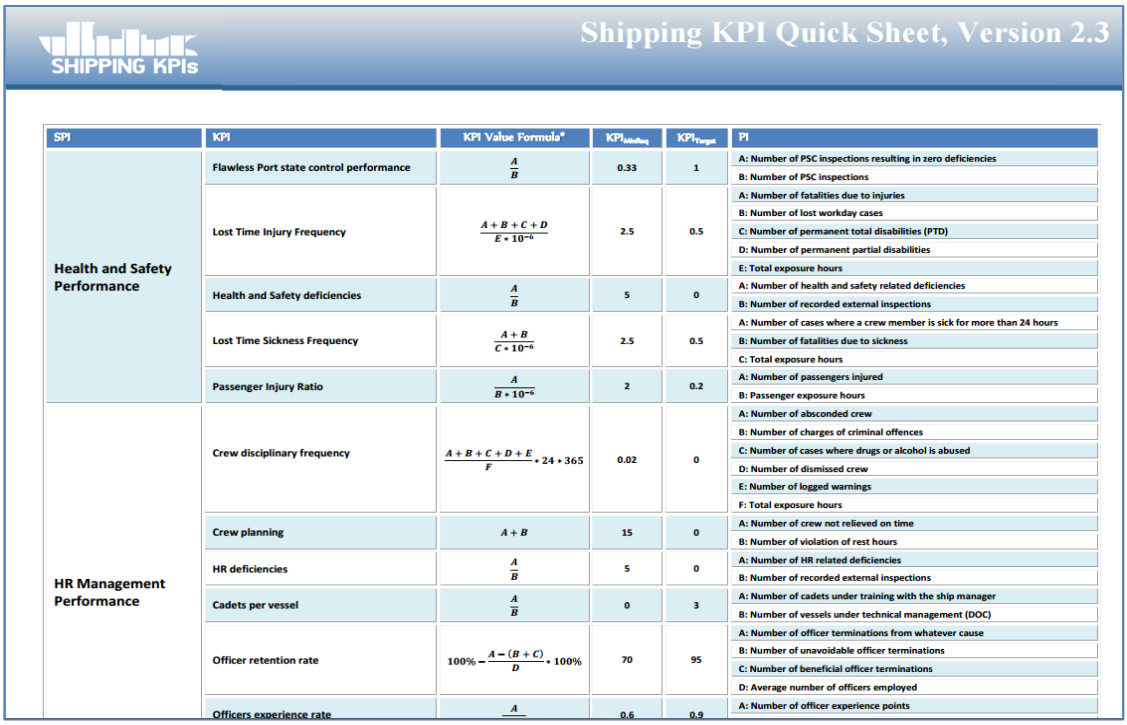
- The description
- The formula to calculate the value
- The dependencies on PIs (performance indicators)
- The SPIs in which the selected KPI is used
- The KPI rating
- The formula used to calculate the KPI rating
- The KPI references
- The time period for data capture and expression of KPI value and rating
- The Ship/Fleet measurements
- Additional miscellaneous information

***Note**: in the same way you can search for SPIs or PIs*


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
login | register your company
Search
You can directly search for a specific KPI:
Search KPI
Chapters
To fully understand the KPI system we recommend to read the whole standard chapter by chapter:
Introduction
Concepts
Shipping Performance Index
Key Performance Indicators
Performance Indicators
Vessel Attributes
Downloads
If you prefer to read the latest version of the Shipping-KPI documents offline, you can download them:
Shipping KPI Standard 2.3
Shipping KPI Quicksheet 2.3
Shipping PI Cheatsheet 2.3
Summarized reference User Guide
KPI022: Officer retention rate
Description
This KPI expresses the company's ability to retain officers within the organization.
Data is captured by analyzing the employment database four years back in time (to identify officers who have been under contract ('employed'), two years back in time (to identify the number of officers who are no longer 'employed') and finding the average number of officers having been under contract during the last two years (average number of officers 'employed').
KPI022 is measured in '%'.
Formula to calculate value
$KPI_{Value} = 100\% - \frac{(PI041 - (PI056 + PI016))}{PI006} \times 100\%$
Dependencies
KPI022 is depending on:
PI006 Average number of officers employed
PI016 Number of beneficial officer terminations
PI041 Number of officer terminations from whatever cause
PI056 Number of unavoidable officer terminations
Used by
KPI022 is used by:
SPI003 HR Management Performance
KPI Rating
The KPI values are mapped to ratings according to the following graph:
100
75
50
25
0
KPI Rating (%)

4.6 Downloads section

Under the "**Downloads**" section you can find the latest versions of the user guides (i.e. Shipping KPIs Quicksheet V2.1) listing in a summarized format the SPIs, KPIs and PIs.



SPI	KPI	KPI Value Formula*	KPI_{MinReq}	KPI_{Target}	PI
Health and Safety Performance	Flawless Port state control performance	$\frac{A}{B}$	0.33	1	A: Number of PSC inspections resulting in zero deficiencies B: Number of PSC inspections
	Lost Time Injury Frequency	$\frac{A+B+C+D}{E \cdot 10^{-6}}$	2.5	0.5	A: Number of fatalities due to injuries B: Number of lost workday cases C: Number of permanent total disabilities (PTD) D: Number of permanent partial disabilities E: Total exposure hours
	Health and Safety deficiencies	$\frac{A}{B}$	5	0	A: Number of health and safety related deficiencies B: Number of recorded external inspections
	Lost Time Sickness Frequency	$\frac{A+B}{C \cdot 10^{-6}}$	2.5	0.5	A: Number of cases where a crew member is sick for more than 24 hours B: Number of fatalities due to sickness C: Total exposure hours
	Passenger Injury Ratio	$\frac{A}{B \cdot 10^{-6}}$	2	0.2	A: Number of passengers injured B: Passenger exposure hours
HR Management Performance	Crew disciplinary frequency	$\frac{A+B+C+D+E}{F} \cdot 24 \cdot 365$	0.02	0	A: Number of absconded crew B: Number of charges of criminal offences C: Number of cases where drugs or alcohol is abused D: Number of dismissed crew E: Number of logged warnings F: Total exposure hours
	Crew planning	$A+B$	15	0	A: Number of crew not relieved on time B: Number of violation of rest hours
	HR deficiencies	$\frac{A}{B}$	5	0	A: Number of HR related deficiencies B: Number of recorded external inspections
	Cadets per vessel	$\frac{A}{B}$	0	3	A: Number of cadets under training with the ship manager B: Number of vessels under technical management (DOC)
	Officer retention rate	$100\% - \frac{A-(B+C)}{D} \cdot 100\%$	70	95	A: Number of officer terminations from whatever cause B: Number of unavoidable officer terminations C: Number of beneficial officer terminations D: Average number of officers employed
	Officers experience rate	$\frac{A}$	0.6	0.9	A: Number of officer experience points

5 Ship Submission

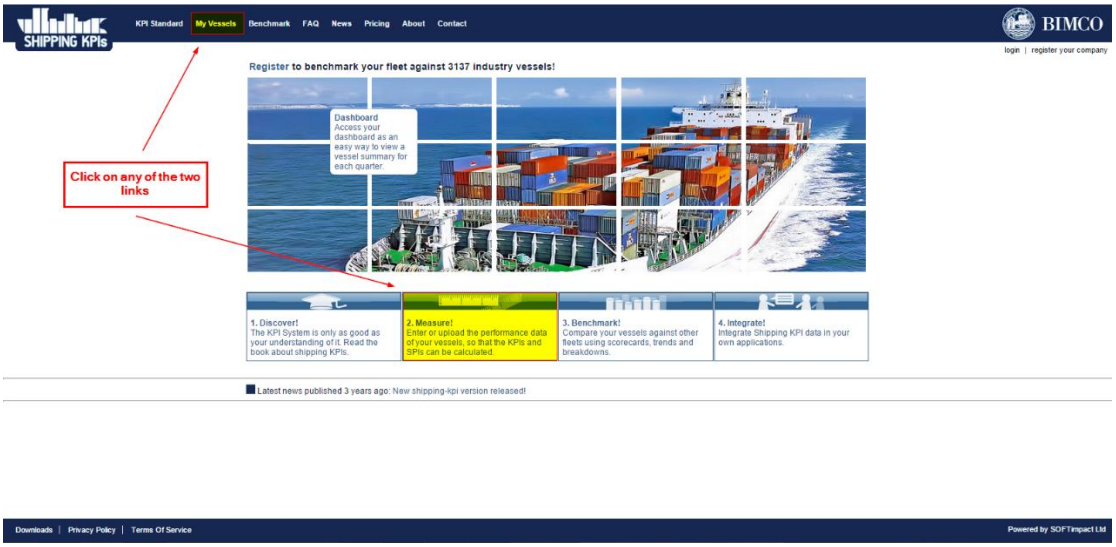
5.1 How to Submit Ship figures Overview

As a user of a registered company, you can login to the Shipping KPI to submit ships.

- The activity to add a ship is the creation/submission of quarter data for that ship.
- Such an activity can be performed every quarter for each ship (for example if you have ship 'xyz' you can add this ship every quarter and as many times as required for each quarter).

- To start entering ship data, browse to www.shipping-kpi.org
- Login by providing your username and password
- Click on the "**Measure"** box link or the "**My Ships"** Menu item

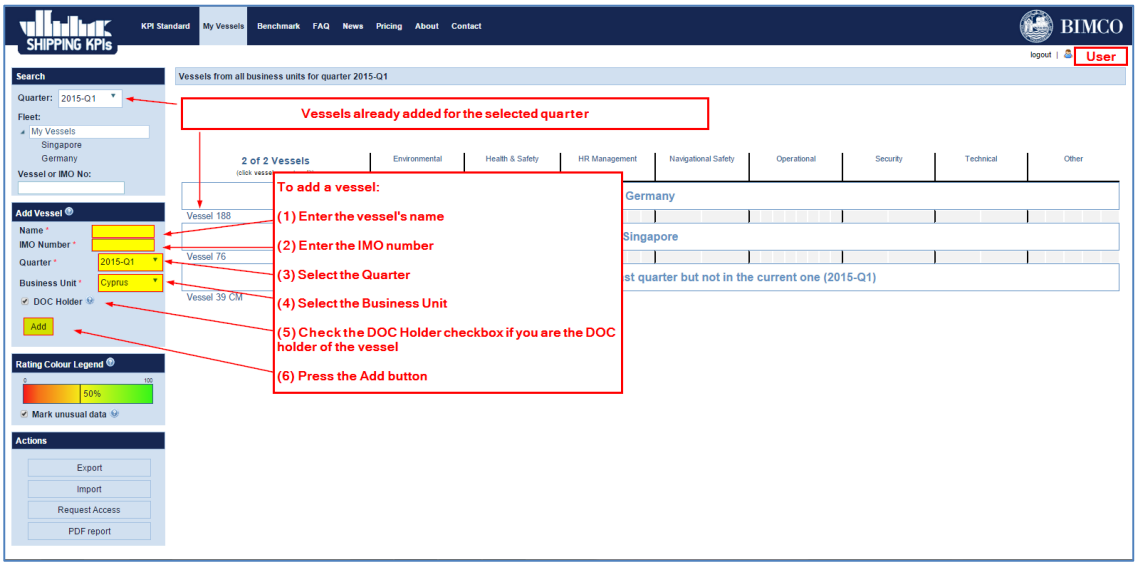
> ***Note**: additionally to this approach of adding ships, an alternative way for adding multiple ships is to use the import feature explained in the next chapters.*



5.1.1 How to add a ship

To add a ship enter the Ship's Name, IMO Number, Quarter and press the Add button

> ***Note**: in case the ship already exists for the specific quarter, you will see a related error message and get directed to the already available ship's quarter overview page*



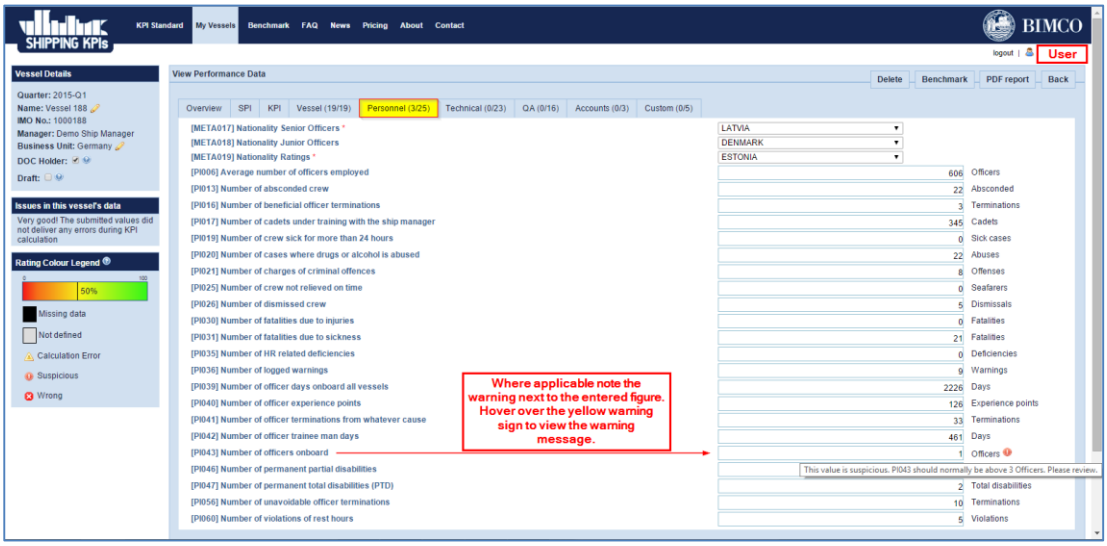
5.1.2 Completing the ship data

The ship is added. Navigate to the different tabs to enter or update the corresponding values

There are two types of values:

- Meta data
- Performance indicators

> ***Note:*** Meta Data is used for filtering during benchmarking and grouping during statistical analysis. Similar to Performance Indicators all Meta Data is collected per ship on a quarterly period


Where applicable note the warning next to the entered figure. Hover over the yellow warning sign to view the warning message.

5.1.3 Reviewing – Display of entered data

Once you have added a ship and updated the values in the various tabs you can see the results in the detailed pages (i.e. Overview, SPI, KPI).

- Initially you are standing on the Overview tab where you can get a first general impression about the status of the ship.
  When you hover (mouse over) a KPI or an SPI you can see the exact figures and by clicking on it you see the calculation and how that figure is derived.

- If necessary you can change the ship's name by clicking on the icon next to it

- Pressing the Delete button removes the ship data of the specific quarter only so you can start entering the quarter's data from scratch.

Click on the icon to update the vessel name
Click on the icon to update the Business Unit
Delete removes the vessel's quarter data
Mouse over

5.2 How to view Quarter Ship figures Overview

You can view the ship's quarter figures to get an overview, or update a few field values (import might be your preferred way for multiple values entering and updating).

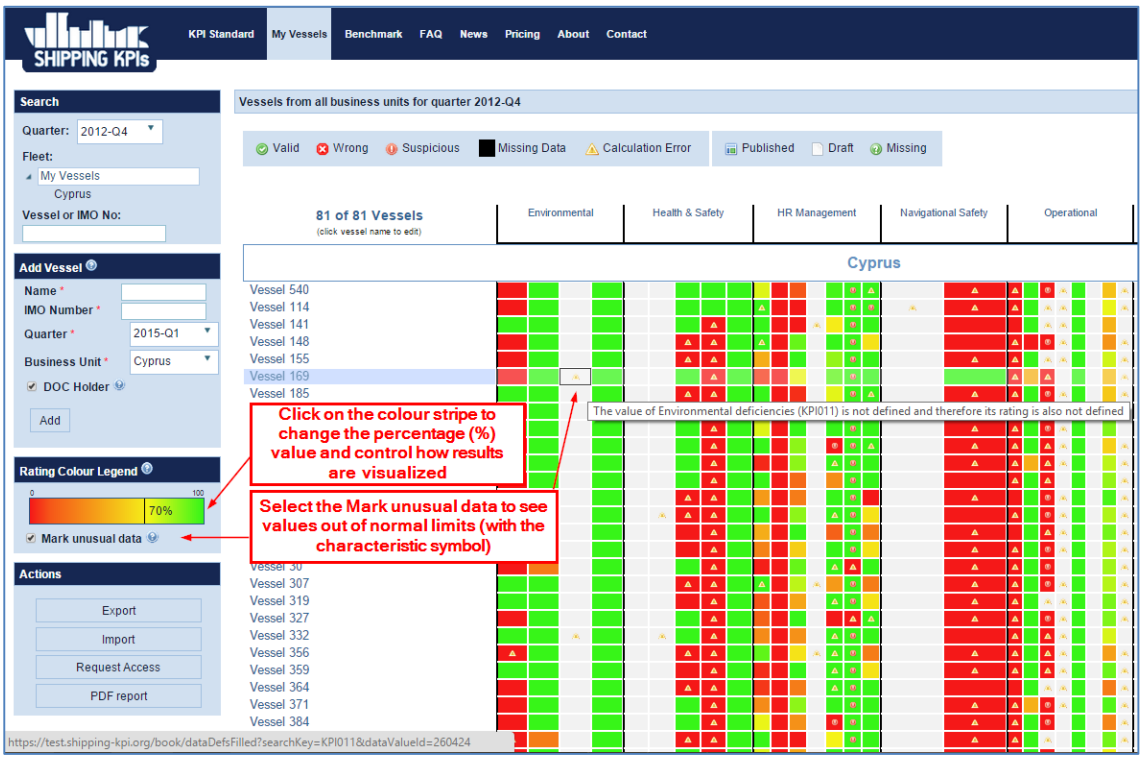
- Click on the "**Measure"** box link or the "**My Ships"** Menu item
- You have now access to the quarter data of the ships under the business unit or your whole company account.
  - You are currently under the current quarter but you can click on the Quarter drop down box to select a different quarter.
  - Search by ship name or IMO number to find quarter data for a ship or directly click on the ship's name

According to your company setup you have now access to the data of the vessels of the business unit for the selected quarter
(1) Search by entering a vessel or an IMO number (to view quarter figures)
(2) If quarter values have been already entered for this vessel, click on the vessel name to update the figures.

5.2.1 Additional controls

Additionally you can use the controls under the Rating Color Legend to:

- Change the default 50% value and control how the results are visualized
- Mark unusual data to identify KPIs and PIs values that are out of the normal limits (these limits defined by the KPI expert group aim to help users verifying the data)


Click on the colour stripe to change the percentage (%) value and control how results are visualized
Select the Mark unusual data to see values out of normal limits (with the characteristic symbol)

6 Export/Import Data

6.1 How to Export or Import ship quarter data Overview

In order to calculate the KPIs of your ships and benchmark these against other ships, ship related data is collected by quarter and by ship. Two types of information are collected:

- Meta Data (Flag, Year build, ship type, …)
- Performance Indicators (number of officers, number of collisions, …)

Meta Data is regarded mostly, but not 100% static. For example the flag might change over time.

Therefore also meta data is collected by quarter, but copied from previous quarters to avoid redundant data entry.

The IMO number is used to identify a ship. Together with the ship name and the meta data it is mandatory for input. All performance indicators are optional.

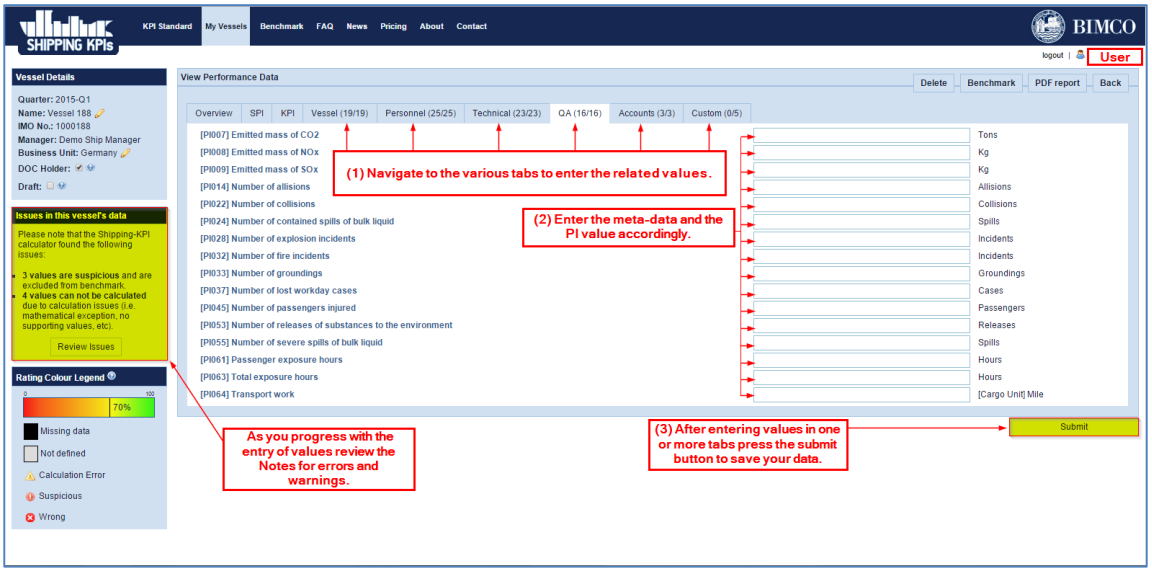
6.2 Data entry

The KPI system allows you to either enter your ship data manually (as described in the previous chapter) or to upload it using a CSV (Comma Separated Values) file.

We recommend the following approach:

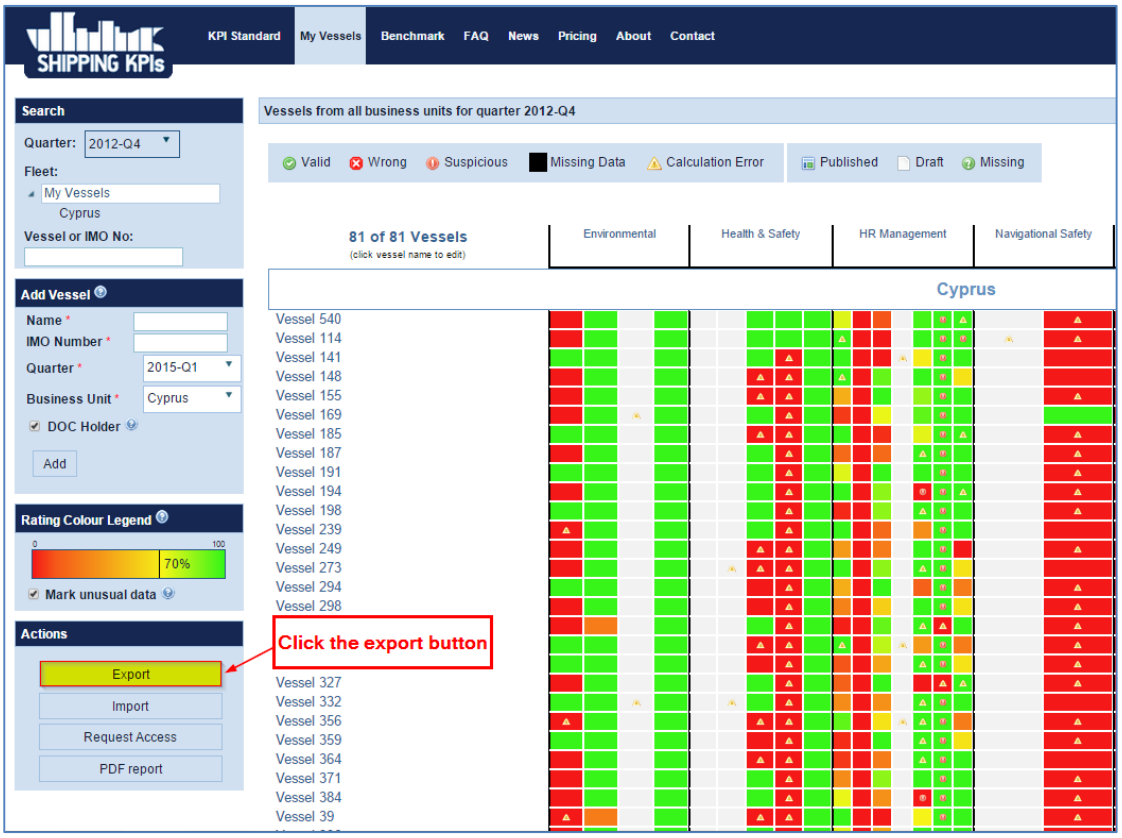
Step 1:

Enter the data of the first quarter manually to get direct feedback about your data and to avoid file format incompatibilities.



Step 2:

Export the data of that quarter and use it as a template for future imports.
To do so, return to the Ships overview page and click on the Export button



You will be directed to the selection page where you need to select what data to export.

Step 3:

Based on your preferred way you can choose to export the file displaying one row per ship or one column per ship. A file contains the data of several ships and exactly one quarter.

> ***Note**:* in case you defined business units for your account, then a single file can contain the ships of a single business unit and quarter. During export and import you can specify the desired business unit.

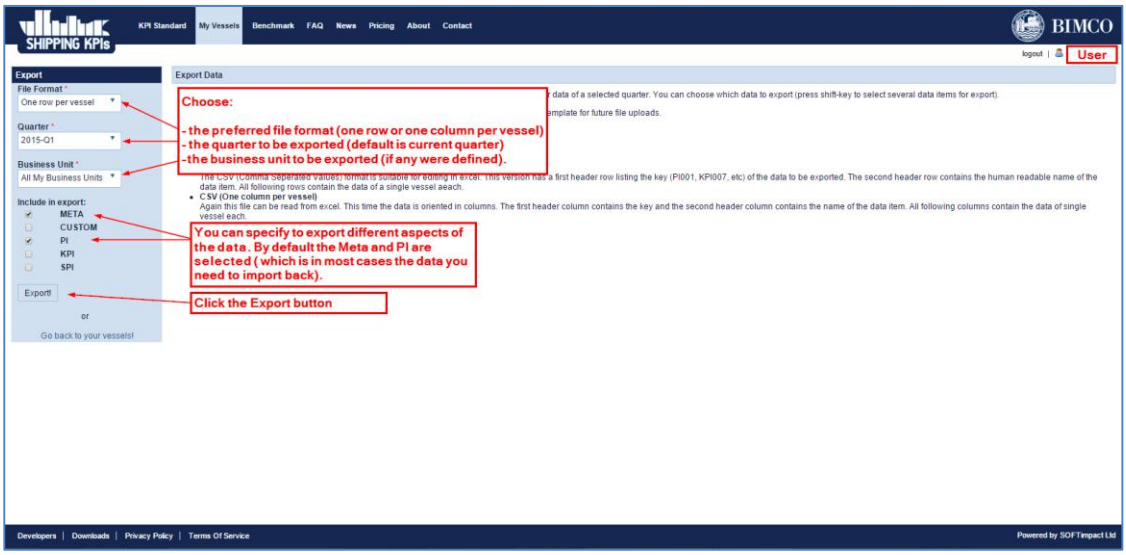
Two alternative formats exist:

- **Row Oriented**
  In this CSV format the data of each ship fills one row in excel. This format is best suited by data automatically generated from an electronic system.
- **Column Oriented**
  In this CSV format the data of each ship fills one column in excel. This format is best suited for manual entry.

> ***Note**:* Additional formats particularly for automatic upload by a computer based XML are under preparation but not available yet.

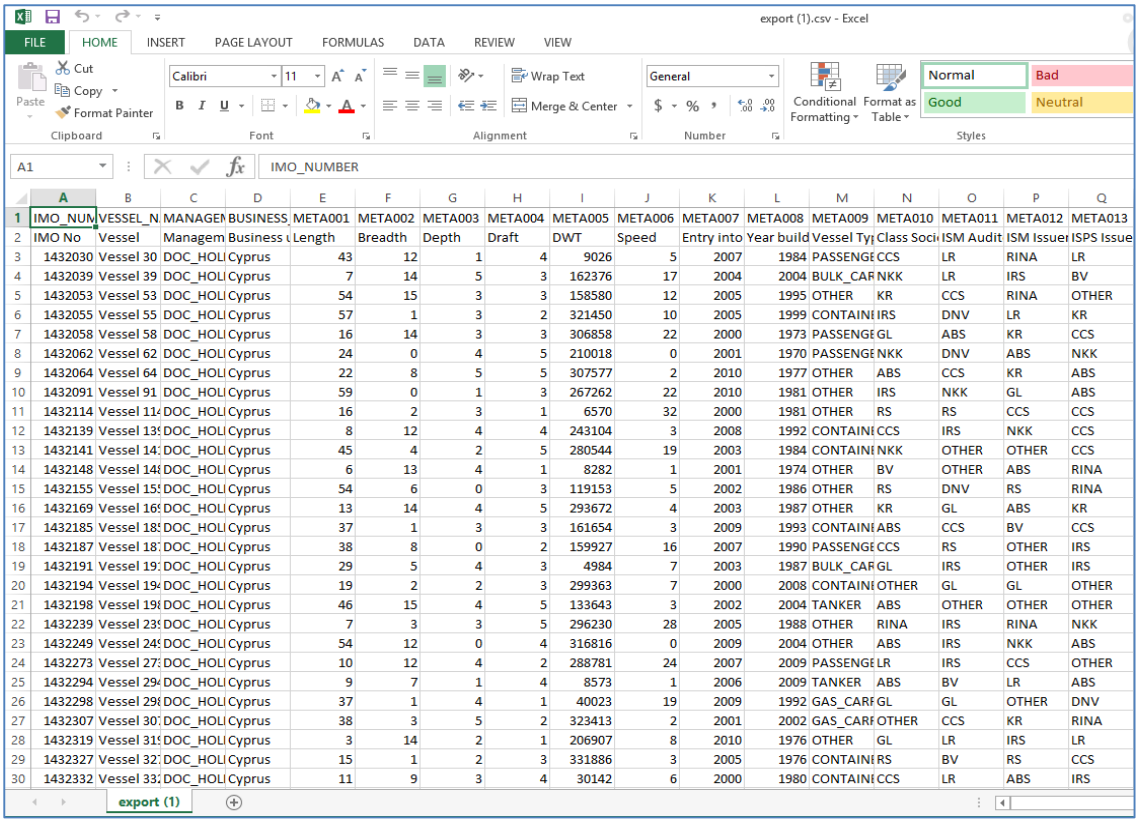
Select what data you what to export and click the Export button.

> ***Note**:* for reporting purposes and to evaluate the already existing data, you may choose to export SPIs and KPIs which are calculated based on PI information.



Step 4:

Edit the template with the data of the next quarter in order to import it back.
Now you have a suitable export file at hand. The file is a so called CSV (comma separated value) file, which can be opened and edited in excel.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	IMO_NUM	VESSEL_N	MANAGEM	BUSINESS	META001	META002	META003	META004	META005	META006	META007	META008	META009	META010	META011	META012	META013
2	IMO No	Vessel	Managem	Business	Length	Breadth	Depth	Draft	DWT	Speed	Entry into	Year build	Vessel Ty	Class Soci	ISM Audit	ISM Issuer	ISPS Issue
3	1432030	Vessel 30	DOC_HOLI	Cyprus	43	12	1	4	9026	5	2007	1984	PASSENGE	CCS	LR	RINA	LR
4	1432039	Vessel 39	DOC_HOLI	Cyprus	7	14	5	3	162376	17	2004	2004	BULK_CAR	NKK	LR	IRS	BV
5	1432053	Vessel 53	DOC_HOLI	Cyprus	54	15	3	3	158580	12	2005	1995	OTHER	KR	CCS	RINA	OTHER
6	1432055	Vessel 55	DOC_HOLI	Cyprus	57	1	3	2	321450	10	2005	1999	CONTAINE	IRS	DNV	LR	KR
7	1432058	Vessel 58	DOC_HOLI	Cyprus	16	14	3	3	306858	22	2000	1973	PASSENGE	GL	ABS	KR	CCS
8	1432062	Vessel 62	DOC_HOLI	Cyprus	24	0	4	5	210018	0	2001	1970	PASSENGE	NKK	DNV	ABS	NKK
9	1432064	Vessel 64	DOC_HOLI	Cyprus	22	8	5	5	307577	2	2010	1977	OTHER	ABS	CCS	KR	ABS
10	1432091	Vessel 91	DOC_HOLI	Cyprus	59	0	1	3	267262	22	2010	1981	OTHER	IRS	NKK	GL	ABS
11	1432114	Vessel 11	DOC_HOLI	Cyprus	16	2	3	1	6570	32	2000	1981	OTHER	RS	RS	CCS	CCS
12	1432139	Vessel 13	DOC_HOLI	Cyprus	8	12	4	4	243104	3	2008	1992	CONTAINE	CCS	IRS	NKK	CCS
13	1432141	Vessel 14	DOC_HOLI	Cyprus	45	4	2	5	280544	19	2003	1984	CONTAINE	NKK	OTHER	OTHER	CCS
14	1432148	Vessel 14	DOC_HOLI	Cyprus	6	13	4	1	8282	1	2001	1974	OTHER	BV	OTHER	ABS	RINA
15	1432155	Vessel 15	DOC_HOLI	Cyprus	54	6	0	3	119153	5	2002	1986	OTHER	RS	DNV	RS	RINA
16	1432169	Vessel 16	DOC_HOLI	Cyprus	13	14	4	5	293672	4	2003	1987	OTHER	KR	GL	ABS	KR
17	1432185	Vessel 18	DOC_HOLI	Cyprus	37	1	3	3	161654	3	2009	1993	CONTAINE	ABS	CCS	BV	CCS
18	1432187	Vessel 18	DOC_HOLI	Cyprus	38	8	0	2	159927	16	2007	1990	PASSENGE	CCS	RS	OTHER	IRS
19	1432191	Vessel 19	DOC_HOLI	Cyprus	29	5	4	3	4984	7	2003	1987	BULK_CAR	GL	IRS	OTHER	IRS
20	1432194	Vessel 19	DOC_HOLI	Cyprus	19	2	2	3	299363	7	2000	2008	CONTAINE	OTHER	GL	GL	OTHER
21	1432198	Vessel 19	DOC_HOLI	Cyprus	46	15	4	5	133643	3	2002	2004	TANKER	ABS	OTHER	OTHER	OTHER
22	1432239	Vessel 23	DOC_HOLI	Cyprus	7	3	3	5	296230	28	2005	1988	OTHER	RINA	IRS	RINA	NKK
23	1432249	Vessel 24	DOC_HOLI	Cyprus	54	12	0	4	316816	0	2009	2004	OTHER	ABS	IRS	NKK	ABS
24	1432273	Vessel 27	DOC_HOLI	Cyprus	10	12	4	2	288781	24	2007	2009	PASSENGE	LR	IRS	CCS	OTHER
25	1432294	Vessel 29	DOC_HOLI	Cyprus	9	7	1	4	8573	1	2006	2009	TANKER	ABS	BV	LR	ABS
26	1432298	Vessel 29	DOC_HOLI	Cyprus	37	1	4	1	40023	19	2009	1992	GAS_CARR	GL	GL	OTHER	DNV
27	1432307	Vessel 30	DOC_HOLI	Cyprus	38	3	5	2	323413	2	2001	2002	GAS_CARR	OTHER	CCS	KR	RINA
28	1432319	Vessel 31	DOC_HOLI	Cyprus	3	14	2	1	206907	8	2010	1976	OTHER	GL	LR	IRS	LR
29	1432327	Vessel 32	DOC_HOLI	Cyprus	15	1	2	3	331886	3	2005	1976	CONTAINE	IRS	BV	RS	CCS
30	1432332	Vessel 33	DOC_HOLI	Cyprus	11	9	3	4	30142	6	2000	1980	CONTAINE	CCS	LR	ABS	IRS

Note: **Do not** change the format of the file to achieve a successful import!

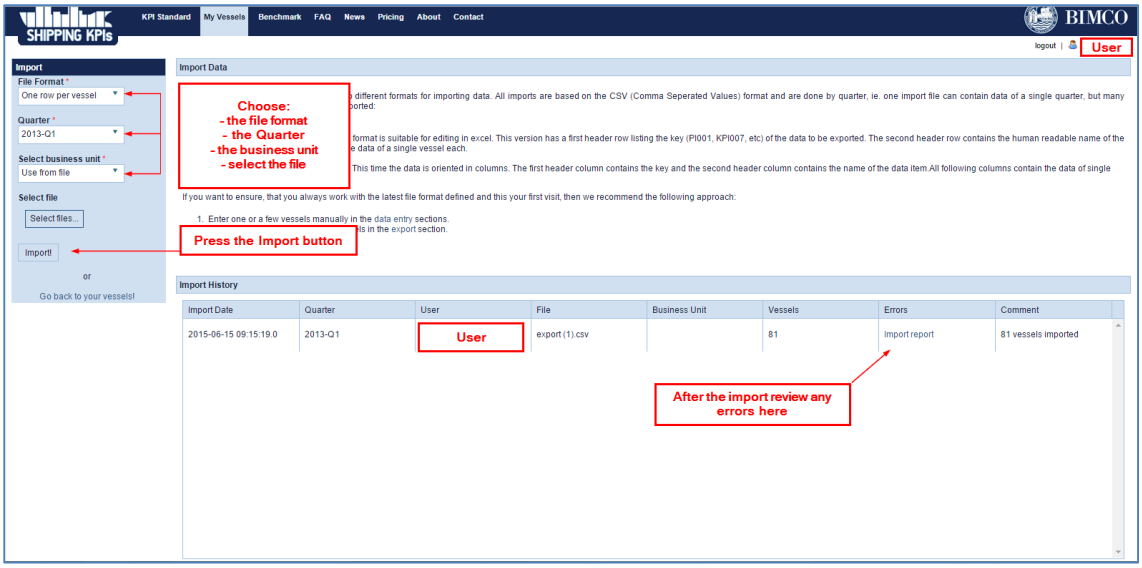
In this example you can see the row based format:

- The header row defines the fields and should therefore not be changed.
- The second row is descriptive for the user and will be ignored.
- The following rows contain the actual data (one row per ship).

You can edit the data and also simply add a new line with a new ship as long as the IMO number is valid and unique. When you save the file make sure to **save it again as a CSV** and not as a normal excel file!

6.3 Importing the updated file

The updated file is ready for import.
Follow the same steps (like the export process) to import the file to the desired quarter.



6.4 Typical import errors and problems

Due to the manual process involved errors are bound to happen. You can always correct your file and repeat the import. Existing data will be overwritten, new data will be added.

The most common problems that might occur have their solutions described below:

- **Error: "File contains binary data! Not imported!"**
  A CSV file is a pure text file without any binary data. The above error is reported, if the import detects binary data in the file. Either you have chosen a completely wrong file (like a graphics file) or you saved by accident your file not as CSV, but as original Excel (ie. xls or xlsx) file.
  Solution: Save the file as CSV and import again.

- **Error: All lines rejected**
  This is very unusual and indicates a major formatting error. Particularly if the import file is based on a template as described above this is very unlikely to happen. Perhaps you are using a different file format (row vs. column oriented) for export than for import.
  Solution: Verify the file format and choose appropriate options during import.

- **Error: "XXX only allows predefined values of type 'ZZZ'. Value 'YYY' not listed"**
  Example: "META021 only allows predefined values of type 'Nationalities'. Value 'Greek' not listed"
  Several fields of the meta data only allow a predefined set of values. During manual entry you select such a value from a drop down box. During file import you have to provide the correct and unique key value as listed in the documentation. Do not use free text values!
  Solution: Verify your values against the key values defined in the KPI Book in the meta data section (https://www.shipping-kpi.org/book/page/6).

- **Error: "XXX is of datatype 'integer'. Value 'yy.y' looks like a double."**
  Example: "PI019 is of datatype 'integer'. Value '27.5' looks like a double."
  Some fields are explicitly specified to take integer values only and to reject decimal values. For example number of collisions would be such a field, since half a collision does not make

sense. The system has detected that the file contained a decimal value in such a field and will not import this specific field.
Solution: Correct the CSV file and import again.

- **Error: "XXX is of datatype 'double'. Value 'yyy' is not compatible."**
  Example: "PI010 is of datatype 'double'. Value '180.319.74' is not compatible."
  The system was expecting a double (ie. decimal) value, but the provided data is not compatible.
  Solution: Please make sure you use "." for decimals and not ",". Also please make sure your numbers do not contain a thousand sign. Correct the CSV file and import again.

- **Error: "Ship ID 'XXX' not allowed"**
  Example: "Ship ID '10x0216' not allowed"
  The IMO number is used as unique identifier for ships. An IMO number must be a 7 digit number without any characters etc.
  Solution: Correct the CSV file and import again.

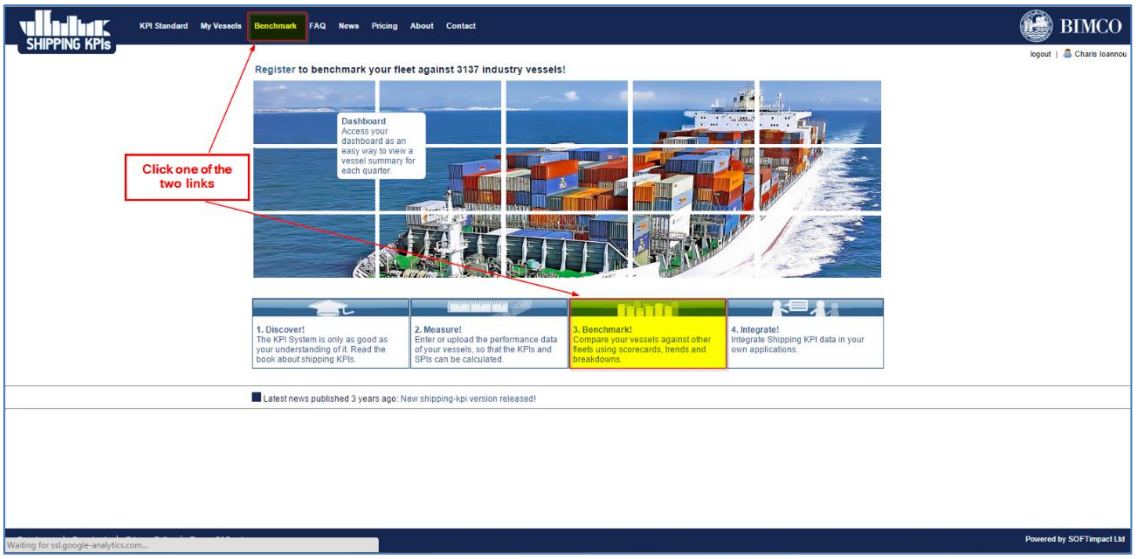
- **Error: "Another account entered ship 'XXXXXXX' in quarter 'YYYY-YY' already."**
  Example: "Another account entered ship '1000150' in quarter '2011-Q2' already." Only the DOC holder is entitled to enter the data of a ship. For this specific ship already somebody else entered data for this quarter. Either you mistyped the IMO number or somebody entered mistakenly data for your ship.
  Solution: In case of a typing error on your side, correct the file and import again. In case of a real conflict, contact us and we will inform the other user to delete their entry.

7 Benchmark

7.1 How to Benchmark Overview

After entering the PI values and calculating the KPIs of your ships, you can benchmark these against other ships.

- To do so, use your internet browser to navigate to www.shipping-kpi.org
- Login by providing your username and password
- Click on the "**Benchmark"** box link or the "**Benchmark"** Menu item


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
Register to benchmark your fleet against 3137 industry vessels!
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
Click one of the two links
1. Discover!
The KPI System is only as good as your understanding of it. Read the book about shipping KPIs.
2. Measure!
Enter or upload the performance data of your vessels, so that the KPIs and SPIs can be calculated.
3. Benchmark!
Compare your vessels against other fleets using scorecards, trends and breakdowns.
4. Integrate!
Integrate Shipping KPI data in your own applications.
Latest news published 3 years ago: New shipping-kpi version released!
Powered by SOFTimpact Ltd

7.2 Select the Quarter and Fleets

Select the Quarter and add other fleets for comparison (up to five fleets can be added for comparison).
By default you can see the first SPI on the top part of the page (i.e. Environmental).
As a result the Environmental details are displayed below.

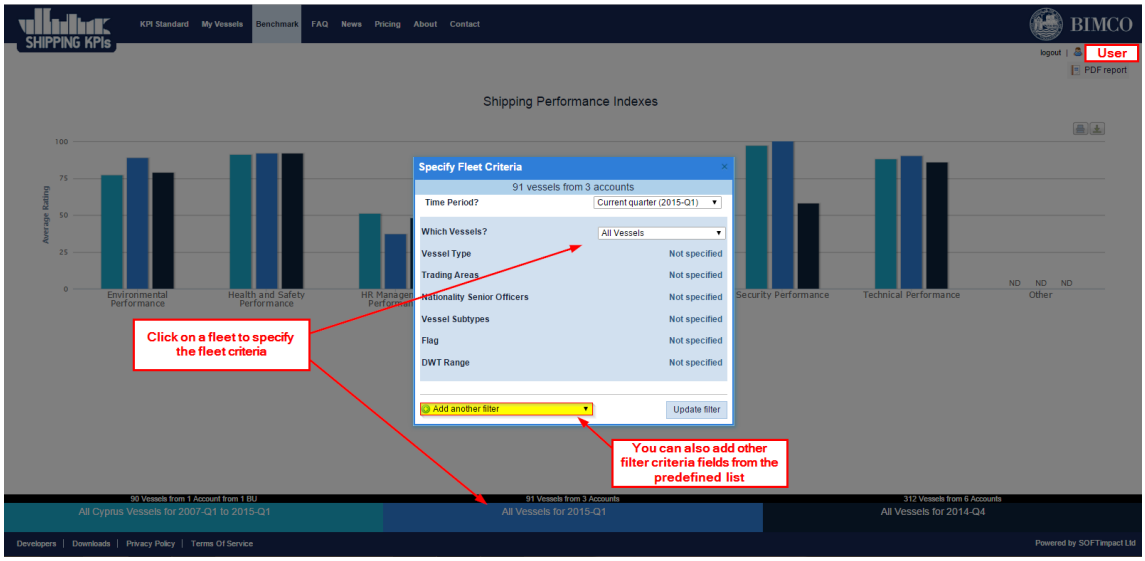
- Click on a different SPI on top to view its details below.

7.3 Specify additional criteria

Click on one of the fleets you are comparing and in the pop up window specify additional fleet criteria making your comparison more specific.

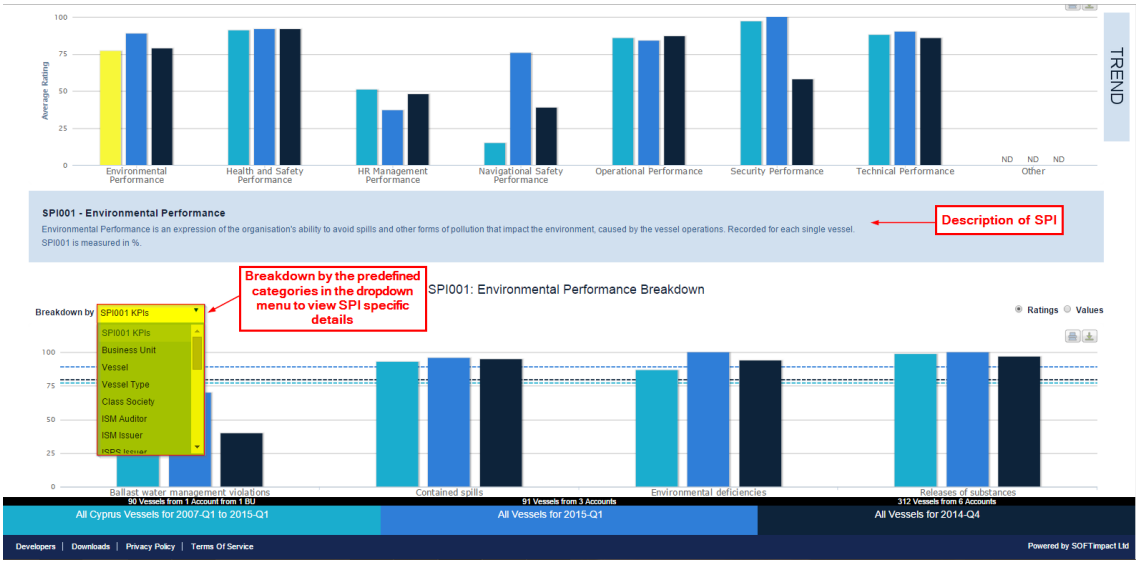
- You can add other filter criteria fields from the predefined list and press the Update filter button to view the results

***Note**: under the Fleets and the specified fleet criteria screen, you can see the number of ships and the number of accounts from which the benchmark information is derived. For privacy and data integrity purposes if the figure is too low then no results are displayed.*



7.4 SPI detail tabs

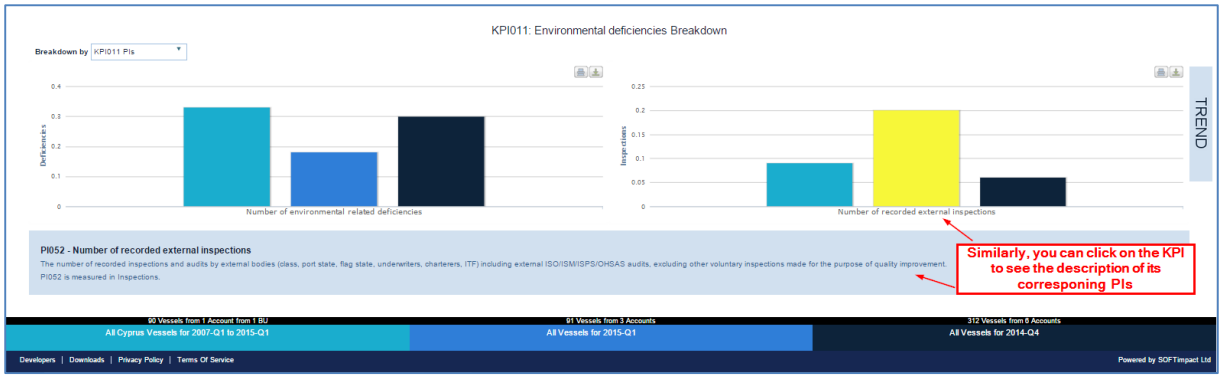
Once you selected an SPI on top of the page, navigate to the tabs on the bottom part of the page which give you the KPIs Definition, Breakdown and Trend of the selected SPI.


TREND
SPI001 - Environmental Performance
Environmental Performance is an expression of the organisation's ability to avoid spills and other forms of pollution that impact the environment, caused by the vessel operations. Recorded for each single vessel.
SPI001 is measured in %.
Description of SPI
Breakdown by the predefined categories in the dropdown menu to view SPI specific details
SPI001: Environmental Performance Breakdown
Breakdown by
SPI001 KPIs
Business Unit
Vessel
Vessel Type
Class Society
ISM Auditor
ISM Issuer
Ratings
Values
All Cyprus Vessels for 2007-Q1 to 2015-Q1
All Vessels for 2015-Q1
All Vessels for 2014-Q4

7.5 KPI detail tabs

You can also select a KPI on the bottom part of the page and view its Definition, Breakdown and Trend.

SPI001: Environmental Performance Breakdown
Breakdown by SPI001 KPIs
Ratings
Values
TREND
Ballast water management violations
Contained spills
Environmental deficiencies
Releases of substances
KPI011 - Environmental deficiencies
This KPI expresses the company's environmental performance by measuring environmental related deficiencies recorded during external inspections and audits.
The KPI counts the number of environment related deficiencies including any sub standard act, practice or condition of an environmental consequence (local regulations and MARPOL) such as failure in the Oily Water Separator, recorded during external inspections and audits. The number of deficiencies is expressed relative to the total number of external inspections and audits.
KPI011 is measured in Deficiencies/Inspection.
Click on an SPI to view its corresponding KPIs
KPI011: Environmental deficiencies Breakdown
Breakdown by KPI011 PIs
Deficiences
Number of environmental related deficiencies
Inspections
Number of recorded external inspections
90 Vessels from 1 Account from 1 BU
All Cyprus Vessels for 2007-Q1 to 2015-Q1
91 Vessels from 3 Accounts
All Vessels for 2015-Q1
312 Vessels from 6 Accounts
All Vessels for 2014-Q4
Developers | Downloads | Privacy Policy | Terms Of Service
Powered by SOFTimpact Ltd


KPI011: Environmental deficiencies Breakdown
Breakdown by KPI011 PIs
TREND
Deficiences
Number of environmental related deficiencies
Inspections
Number of recorded external inspections
PI052 - Number of recorded external inspections
The number of recorded inspections and audits by external bodies (class, port state, flag state, underwriters, charterers, ITF) including external ISO/ISM/ISPS/OHSAS audits, excluding other voluntary inspections made for the purpose of quality improvement.
PI052 is measured in Inspections.
Similarly, you can click on the KPI to see the description of its corresponing PIs
90 Vessels from 1 Account from 1 BU
All Cyprus Vessels for 2007-Q1 to 2015-Q1
91 Vessels from 3 Accounts
All Vessels for 2015-Q1
312 Vessels from 6 Accounts
All Vessels for 2014-Q4
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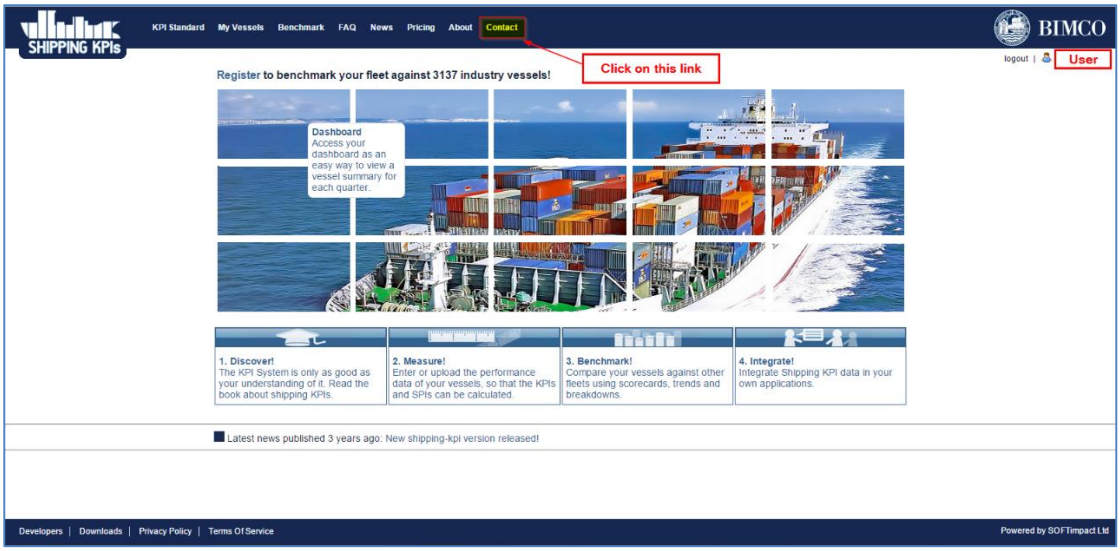
8 Feedback

8.1 How to Leave Feedback Overview

Your feedback is important to us. We aim to continuously extend the system, so any information is welcome (criticism, error reports, new ideas, etc).

- To leave feedback, use your internet browser to navigate to www.shipping-kpi.org
- Click on the "**Talk to us"** box link or the "**Feedback"** Menu item


SHIPPING KPIs
KPI Standard
My Vessels
Benchmark
FAQ
News
Pricing
About
Contact
BIMCO
logout
User
Click on this link
Register to benchmark your fleet against 3137 industry vessels!
Dashboard
Access your dashboard as an easy way to view a vessel summary for each quarter.
1. Discover!
The KPI System is only as good as your understanding of it. Read the book about shipping KPIs.
2. Measure!
Enter or upload the performance data of your vessels, so that the KPIs and SPIs can be calculated.
3. Benchmark!
Compare your vessels against other fleets using scorecards, trends and breakdowns.
4. Integrate!
Integrate Shipping KPI data in your own applications.
Latest news published 3 years ago: New shipping-kpi version released!
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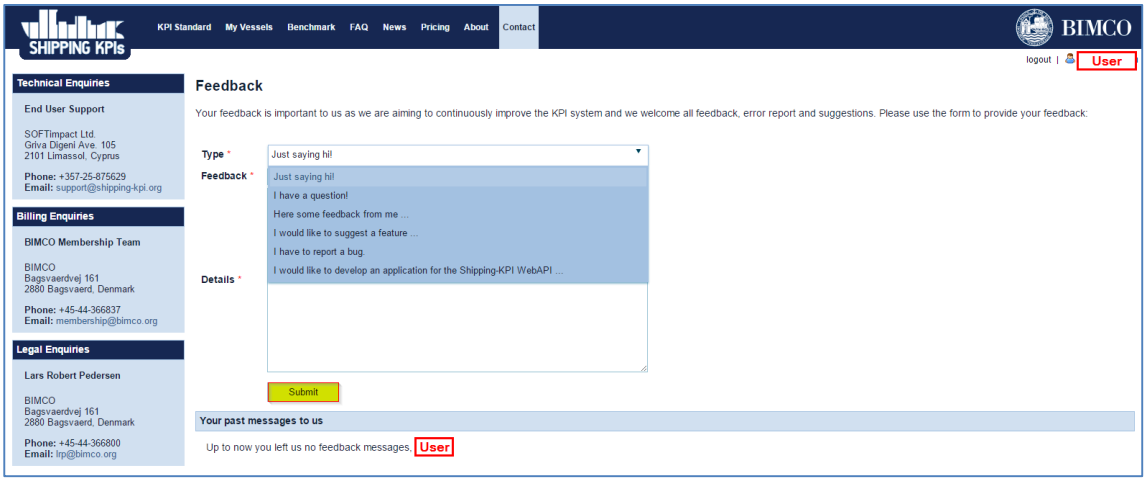
8.2 Completing the Feedback form

You can leave feedback while logged in the system (as a registered user) or without being logged in (as a visitor) to the Shipping KPI site.

> ***Note**: while being logged in the system the "Your email" field is not required/visible as your email is known from your user profile.*

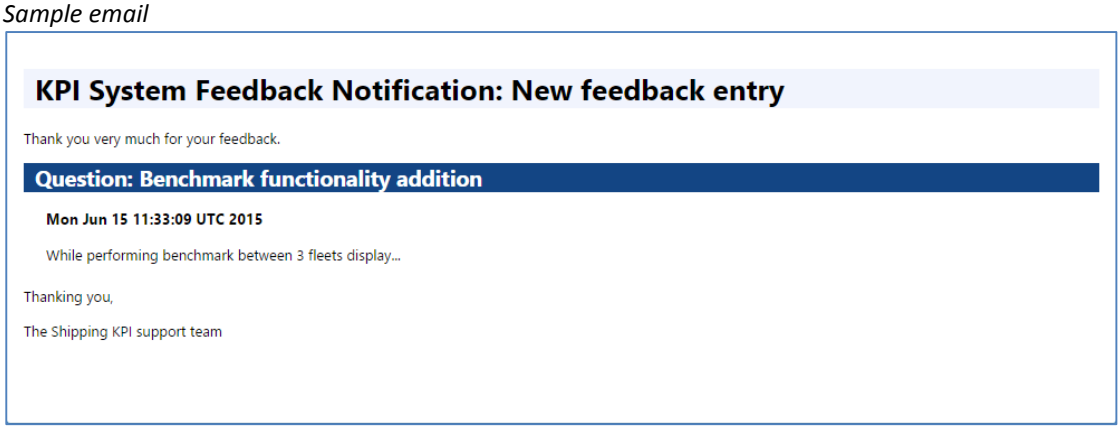
- In the "**Type**" field, select one of the available options (i.e. I have a question)
- In the "**Feedback**" field please specify the subject
- In the "**Details**" field please specify the details of your feedback entry
- In the "**Your email**" field please specify your email (If you are not already logged in the system)
- Press the Submit button



8.3 Feedback receipt email notification

Once you have submitted a feedback entry you will receive an automatic notification email that your request has been submitted to the Shipping KPI team.

Sample email



KPI System Feedback Notification: New feedback entry

Thank you very much for your feedback.

Question: Benchmark functionality addition

Mon Jun 15 11:33:09 UTC 2015

While performing benchmark between 3 fleets display...

Thanking you,

The Shipping KPI support team

Your feedback message will be processed by the Shipping KPI Team and you will be receiving further response by email.

8.4 Feedback history

When you send feedback messages while being logged in the system, feedback messages will be recorded for your own reference.